

FRONTLINE CONSULTANCY AND BUSINESS SERVICES



Microsoft Dynamics 365
Business Central

SERVICE DEFINITION DOCUMENT

SERVICE DEFINITION DOCUMENT

Prepared by: Frontline Consultancy

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1. Introduction

Frontline Consultancy and Business Services is a trusted provider of ERP solutions with over 25 years of experience. Their Microsoft Dynamics 365 Business Central Practice empowers small and medium-sized enterprises (SMEs) across industries, including manufacturing, distribution, and professional services, with tailored, cloud-based ERP solutions that unify finance, operations, sales, and customer service.

2. Service Overview

Service Name: Microsoft Dynamics 365 Business Central Implementation & Support

Service Description: A comprehensive ERP implementation and support service designed to streamline operations, improve decision-making, and enable scalable growth through Microsoft Dynamics 365 Business Central.

3. Key Features and Capabilities

Financial Management

Microsoft Dynamics 365 Business Central provides a powerful and flexible financial management system designed to help small and medium-sized organisations gain full control over their finances. With real-time insights, automated processes, and seamless integration across departments, Business Central enables finance and operational teams to make informed decisions, ensure compliance, and drive profitability — all within a secure, cloud-based environment.

Key Financial Management Capabilities

General Ledger

- Customisable chart of accounts
- Real-time journal entries and financial tracking
- Dimensions for advanced reporting and analysis
- Consolidation across multiple companies

Accounts Receivable & Payable

- Customer and vendor management
- Invoice creation, payment tracking, and aging reports.
- Automated reminders and collections
- Credit limit and overdue balance controls.

Bank Reconciliation

- Import and match bank statements.
- Automatic transaction matching
- Manual adjustments and discrepancy resolution
- Real-time cash position visibility

Fixed Asset Management

- Asset lifecycle tracking: acquisition, depreciation, disposal
- Multiple depreciation methods
- Maintenance and insurance tracking
- Integration with GL for accurate reporting

Budgeting

- Create and manage multiple budgets.
- Compare actuals vs. budget.
- Forecasting tools for financial planning
- Excel integration for advanced modelling

Financial Reporting

- Built-in reports: balance sheet, income statement, cash flow
- Custom reports using account schedules.
- Power BI integration for interactive dashboards
- Export to Excel, PDF, and other formats.

Sales & Purchasing

Microsoft Dynamics 365 Business Central offers integrated sales and CRM capabilities that help organisations build stronger customer / citizen relationships, streamline sales processes, and drive revenue growth. By combining customer data, sales insights, and automation tools in one unified platform, Business Central enables teams to manage the entire customer lifecycle, from lead generation to post-sale service, with greater efficiency and visibility.

Key Sales & CRM Capabilities

Contact & Account Management

- Centralized customer and prospect records
- Interaction history and communication tracking
- Segmentation and categorization for targeted outreach

Sales Opportunity Management

- Track leads, opportunities, and pipeline stages.
- Assign sales reps and monitor progress.
- Forecast revenue and close probabilities.
- Integration with Dynamics 365 Sales for advanced CRM

Quote-to-Cash Process

- Create quotes, convert to orders, and generate invoices.
- Real-time inventory and pricing visibility
- Automated workflows for approvals and fulfilment
- Integration with finance and inventory modules

Customer Insights & Analytics

- Customer sales history and buying patterns.
- AI-driven recommendations for upselling and cross-selling
- Dashboards and reports via Power BI
- Customer profitability analysis

Outlook Integration

- View customer data directly in Outlook
- Create quotes and orders from emails.
- Track interactions and schedule follow-ups.

Service Management (Optional Module)

- Manage service contracts and orders.
- Schedule resources and track service delivery
- Manage returns, repairs, and warranties.

Manufacturing

Microsoft Dynamics 365 Business Central offers a comprehensive Manufacturing module designed to help organisations deliver exceptional after-sales support and manage Production operations efficiently. Whether you are managing Batch Process or Discrete Production, Business Central provides the tools to streamline workflows, improve customer satisfaction, and maintain profitability, all within a unified ERP environment.

Key Manufacturing Capabilities

Production Bill of Materials (BOM)

- Define components required to produce finished goods.
- Includes quantities, units, and cost calculations.
- Supports version management for BOMs.

Production / Assembly Orders

- Create and manage production orders.
- Track consumption and output.
- Supports manual and automated supply planning.

Routing

- Define the sequence of operations for manufacturing.
- Helps optimize production workflows and resource allocation.

Agile Manufacturing

- Enables flexible production processes.
- Supports rapid changes in production plans and priorities.

Key Planning and Forecasting Capabilities

Material Requirements Planning (MRP)

- Automatically suggests purchase and production orders.
- Balances supply and demand using real-time inventory data.
- Supports bucketed and bucket-less planning.

Master Production Scheduling (MPS)

- Plans production based on demand forecasts and sales orders.
- Helps allocate resources efficiently.

Demand Forecasting

- Input forecasts for products and components.
- Supports daily, monthly, and quarterly planning.

Capacity Planning

- Ensures optimal use of machines and labour.
- Prevents bottlenecks and underutilization.

Key Inventory and Supply Chain Integration

Inventory Tracking

- Tracks raw materials, subassemblies, and finished goods.
- Supports lot and serial number tracking.

Sales and Inventory Forecasting

- Predicts stock-outs and sales trends.
- Helps maintain optimal inventory levels.

Procurement Integration

- Links production planning with purchasing.
- Automates replenishment based on forecasts and actual demand.

Key Analytics and Reporting

Real-Time Dashboards

- Monitor production performance and KPIs.
- Power BI integration for advanced analytics.

Version Control

- Manage multiple versions of BOMs and routings.
- Supports continuous improvement and product evolution.

These capabilities enable manufacturers to move from reactive problem-solving to proactive control, improving delivery times, reducing costs, and enhancing agility across the supply chain.

Service Management

Microsoft Dynamics 365 Business Central offers a comprehensive Service Management module designed to help organisations deliver exceptional after-sales support and manage service operations efficiently. Whether you are managing service contracts, scheduling technicians, or managing repairs and returns, Business Central provides the tools to streamline workflows, improve customer satisfaction, and maintain profitability, all within a unified ERP environment.

Key Service Management Capabilities

Service Orders & Requests

- Create and manage service orders for repairs, maintenance, or installations.
- Track service items, fault codes, and resolution details.
- Link service orders to customer accounts and contracts.

Service Contracts

- Define contract terms, coverage, and billing cycles.
- Automate periodic invoicing and renewals.
- Monitor contract performance and profitability.

Resource Allocation & Scheduling

- Assign technicians or service reps based on availability and skill.
- Schedule service visits and manage workloads.
- Track time and materials used during service delivery.

Returns & Repairs

- Manage customer returns and warranty claims.
- Track repair status and replacement items.
- Integrate with inventory and finance for accurate costing.

Service Item Management

- Maintain detailed records of serviced items (e.g., serial numbers, history)
- Track warranties, maintenance schedules, and service history.
- Link items to customers and contracts.

Reporting & Analytics

- Monitor service performance and customer satisfaction.
- Analyse profitability by contract, technician, or service type.
- Use Power BI for interactive dashboards and insights.

Inventory, Warehousing & Supply Chain

Microsoft Dynamics 365 Business Central offers a comprehensive suite of tools to manage your supply chain and inventory with precision and agility. Designed for small to medium-sized organisations, it helps streamline procurement, optimize inventory levels, improve warehouse efficiency, and enhance vendor and customer relationships. With real-time visibility and automation, Business Central empowers organizations to reduce costs, improve service levels, and respond quickly to changing demand.

Key Features & Capabilities

Inventory Management

- Real-time inventory tracking across multiple locations
- Item categorization, variants, and attributes
- Lot and serial number tracking
- Automated replenishment and stock level alerts
- FIFO, LIFO, and standard costing methods

Warehouse Management

- Bin and location management
- Directed put-away and pick.
- Warehouse receipts and shipments
- Cycle counting and physical inventory.
- Integration with barcode scanning solutions

Procurement & Vendor Management

- Purchase order creation and approval workflows.
- Vendor performance tracking
- Drop shipments and special orders.
- Purchase planning based on demand forecasts
- Integration with accounts payable and budgeting

Sales Order Management

- Order processing and fulfilment.
- Backorder and partial shipment handling.
- Real-time inventory availability checks
- Integration with CRM and customer service

Demand Forecasting & Planning

- Historical data analysis for demand prediction
- Sales and inventory forecast tools.
- Planning worksheets for procurement and production
- Support for Make-to-Order and Make-to-Stock models.

Returns & Exchanges

- Return order processing for customers and vendors.
- Warranty and service item tracking
- Credit memo automation.

Supply Chain Logistics Integration

- Integration with UK and European Shipping Agents possible with 3rd Party Solutions

Project & Service Management

Microsoft Dynamics 365 Business Central provides powerful project management capabilities that help organisations plan, execute, and monitor projects with precision. Whether you are managing internal initiatives or delivering client-facing services, Business Central enables you to control budgets, allocate resources, track progress, and analyse profitability, all within a unified platform that connects finance, operations, and time tracking.

Key Project Management Capabilities

Job & Task Management

- Create and manage jobs with detailed task structures.
- Define phases, milestones, and dependencies.
- Assign resources and track task completion.

Budgeting & Cost Control

- Set up job budgets for materials, resources, and expenses.
- Monitor actual vs. budgeted costs in real time.
- Adjust budgets dynamically as projects evolve.

Time & Resource Tracking

- Timesheet entry and approval workflows
- Resource allocation and utilization analysis
- Integration with payroll and billing systems

Billing & Invoicing

- Flexible billing options: fixed price, time & materials, or cost-plus
- Automated invoice generation based on job progress.
- Integration with accounts receivable for payment tracking

Project Reporting & Analytics

- Job profitability analysis
- Real-time dashboards with Power BI
- Forecasting tools for future project planning
- Customs reports for stakeholders and clients.

Integration with Other Modules

- Seamless connection to finance, inventory, and CRM
- Unified data for better decision-making
- Supports cross-functional collaboration.

Integration & Extensibility

Microsoft Dynamics 365 Business Central is designed to be highly adaptable, enabling organisations to integrate seamlessly with other Microsoft services and third-party applications. Its extensibility framework allows organizations to tailor the solution to their unique needs through customizations, extensions, and low-code tools. Whether you are connecting to Microsoft 365, building workflows with Power Platform, or adding industry-specific apps, Business Central provides the flexibility to evolve with your organisation.

Key Integration & Extensibility Capabilities

Microsoft 365 Integration

- Native integration with Outlook, Excel, Word, and Teams
- Create quotes and invoices directly from Outlook.
- Export and analyse data in Excel with live links.
- Collaborate on documents and data in real time.

Power Platform Integration

- Power BI: Build interactive dashboards and reports.
- Power Automate: Automate workflows across systems (e.g., approvals, notifications)
- Power Apps: Create custom apps that connect to Business Central data.

AppSource Extensions

- Access a marketplace of certified third-party apps from 3rd Party Partners
 - Independent Solution Vendors (ISV's)
 - Partner Supported
 - Non-Partner Supported
- Add industry-specific functionality (e.g., payroll, shipping, e-commerce)
- Install and update extensions without disrupting core systems.

Custom Development & APIs

- Use AL language for custom extensions.
- REST APIs and OData endpoints for external integrations.
- Sandbox environments for testing and development.
- Support for CI/CD pipelines and DevOps practices

Embedded Workflows & Automation

- Define custom approval workflows.
- Automate recurring tasks and notifications.
- Trigger actions based on events

Data Connectivity & Integration

- Connect to external databases, web services, and legacy systems.
- Use connectors for CRM, ERP, and e-commerce platforms.
- Real-time data synchronization and transformation

Security & Compliance

Microsoft Dynamics 365 Business Central offers a robust security and compliance framework, making it a trusted ERP solution for organisations that need to protect sensitive data and meet regulatory standards. Here is a breakdown of its key features:

Role-Based Access Control (RBAC)

- Users are assigned roles with specific permissions, ensuring they only access data and functions relevant to their job.
- Supports the principle of least privilege to minimize risk.

Data Encryption

- At Rest: Uses Azure SQL Database Transparent Data Encryption (TDE) to protect stored data.
- In Transit: Secured via TLS 1.2+ and HTTPS protocols to prevent interception during transmission.

Multi-Factor Authentication (MFA)

- Adds an extra layer of protection by requiring multiple forms of verification (e.g., password + mobile code or biometric).

Azure Active Directory Integration

- Centralized identity and access management.
- Enables Single Sign-On (SSO), conditional access, and advanced security policies.

Audit Trails & Activity Logs

- Tracks user actions, data changes, and system events.
- Supports accountability, transparency, and forensic analysis in case of incidents.

Advanced Threat Protection

- Includes anomaly detection and automated threat response to identify and mitigate suspicious activity quickly.

Data Isolation

- Each tenant's data is stored in isolated databases, ensuring privacy and integrity.

Compliance Capabilities

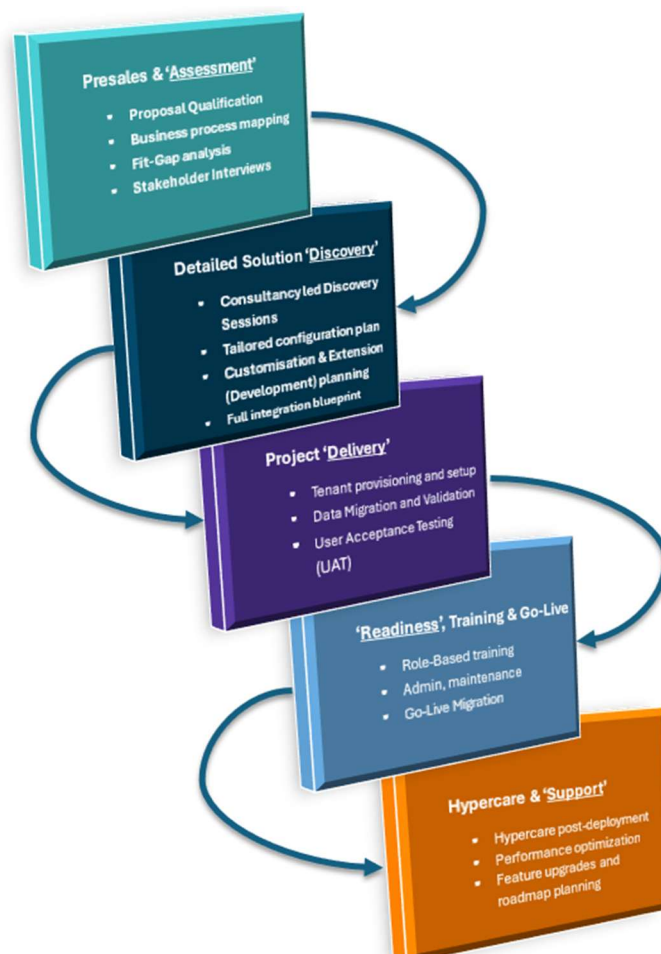
- Built on Microsoft Azure, which complies with global standards like:
- GDPR
- ISO/IEC 27001
- SOC 1 & SOC 2
- HIPAA (where applicable)
- Regular security updates and compliance audits help maintain alignment with evolving regulations.
- Supports customizable audit policies to meet industry-specific compliance needs.

4. Project Implementation Methodology

Frontline's Delivery Framework divides projects into five structured stages 'Assessment,' 'Discovery,' 'Delivery,' 'Readiness' and 'Support,' with sub-phases applied as needed. For this single-delivery engagement, some phases will be streamlined but still governed by the established methodology. Full details will be documented in the Functional Requirements Document (FRD) and Project Initiation Document (PID) and the comprehensive project plan, both finalised during the Discovery Phase.

The Project Manager will lead regular team meetings, issuing action-focused minutes to all stakeholders. An executive steering group will be formed during the Discovery Phase to identify key decision-makers and sponsors at the client. This group will convene only, when necessary, unless otherwise specified in the methodology.

Stage highlight reports will be provided throughout the project, covering progress, risks, issues, changes, and timelines. The format, audience, and frequency of these reports will be agreed during the initial meeting.



Presales & Assessment Phase

The project begins with a formal handover from the Frontline Sales team to the Project Delivery team. The Project Manager will prepare a draft Project Initiation Document (PID), a 'Discovery Agenda' and a high-level project plan, which will be shared with the Client for review prior to the kick-off meeting.

At the kick-off meeting, key stakeholders from both organisations will agree and baseline the PID, Discovery Scope and plan. Initial tasks will be assigned, and from this point forward, the Project Manager will manage the Discovery Sessions, with any changes governed by the change control process.

Detailed Solution Discovery Phase

The Project Manager will lead a detailed requirements sessions with key operational and technical stakeholders from Frontline and the Client. The agreed design will be reviewed to ensure alignment with the Client's needs. Any modifications will be documented and submitted for approval via a formal change note.

At the conclusion of this phase, an updated Project Plan and Functional Requirements Document (FRD) will be issued and approved. Frontline's Sales Team will then create a Statement of Work (SoW) based on the FRD, which will be reviewed and signed off by the Client.

A formal steering group meeting will be held to approve the FRD, SoW, and Project Plan, authorising progression to the Delivery phase.

Project Delivery Phase

The Project Manager will oversee Frontline's implementation of agreed deliverables in line with the Project Plan and Functional Requirements Document (FRD), keeping this in line with the Statement of Work (SoW).

During this phase initial Training (either Super User 'Train the Trainer' or by department), User Acceptance Testing (UAT) and End User Sign-Off (EUSO) will be completed. Any refinements to the solution will be checked against the original Functional Requirement and Statement of Work Documents.

All Updates, issues, and changes will be communicated via scheduled reports or formal Change Control Notes (CCNs). Urgent matters will be escalated to the appropriate Client Steering Group.

The project plan will be continuously updated and made accessible online for real-time progress tracking.

Once all parties confirm readiness, a joint meeting will be held to present evidence of successful implementation and testing. A Go/No-Go decision will be made. If a No-Go is

declared, the Project Manager will resolve outstanding issues and reconvene the group for a final decision.

Readiness & Go-Live Phase

Following approval to Go, the Project Manager will arrange timing of downtime and transition to the new platform for the Client.

Once the cut-over is successfully completed, a formal Go-Live notification will be issued, and the Frontline Support Services will commence.

The Project Team will retain operational responsibility for the first two weeks (the “Hypercare” period), assuming no post go-live issues arise.

At the end of this period, the Project Manager will confirm readiness to close the Go-Live phase. A Steering Group meeting will be convened to ratify this and transition the project to the Support Phase.

Hypercare & Support Phase

Once the Client confirms that Go-Live objectives have been met, the Project Manager and team will review any outstanding actions or issues and agree on resolution plans and timelines.

Operational responsibility will transition to the Frontline Managed Service team for onboarding and continued Support from this point, the Frontline Service Delivery Manager will function as the primary contact for the client.

A formal Project Close meeting will be held to review the engagement and document lessons learned for future collaboration.

Project Documents

During the project, the Project Manager will be responsible for the creation, updating and (where applicable issuing) of the following Project Controls: -

- Project Initiation Plan (PID) (For Discovery and Delivery Phases)
- Functional Requirements Document (FRD)
- Statement of Works (SoW)
- Project plan
- Meeting minutes
- Project/Steering Group reports
- RAID log update
 - User Acceptance Testing (UAT) Log
 - End User Sign-off (EUSO)

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- Change Control Notes and Change register

All documents will be available to the customer in an online repository, allowing easy access to information and up-to-date status of any aspect of the project during the implementation.

Risk Management

Any risks identified in the project will be detailed in the RAID log and the Project Manager will proactively review and update these as and when any changes occur.

Frontline use a standard risk matrix (below) to score risks.

Risk appetite will be discussed during the kick-off meeting to determine client tolerances and when and if any escalation is required to the Paradigm Housing team.

		IMPACT					PROBABILITY	KEY
RISK MATRIX		1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic		
1	Rare	1	2	3	4	5		Very Low
2	Unlikely	2	4	6	8	10		Low
3	Possible	3	6	9	12	15		Significant
4	Likely	4	8	12	16	20		High
5	Almost Certain	5	10	15	20	25		

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Change Management

Frontline operates a detailed Change Management process. During all phases of the project the scope will be carefully monitored by the Project Manager against the original Functional Requirements and Statement of Works Documents.

The Client will nominate a representative to work with the Project Manager to ensure that the project delivers the required outcomes and review any proposed changes that have been highlighted.

The Project Manager will issue a Change Control Note (CCN) (an example of which is included below) to this representative, this will detail the proposed change, the justification for the proposal, any impact on budget, deliverables, or timescales and where applicable any alternative options to minimise the change impact.

No changes to the deliverable scope or budget will be made without express written approval from the nominated Client representative and the Frontline Project Manager will maintain an online repository and log of all changes proposed with details of its acceptance or rejection.

Frontline Consultancy & Business Services Ltd			
Project Change Control Note			
Prepared by: Dymna Wilson		5 th May 2017	
Saved date: Frontline Internal & [Customer]			
Distribution:			
CHANGE REQUEST			
Reference	PXXXX CCN01	Version	1.0
By		Request Date	
Project Code		Project Name	
DESCRIPTION OF CHANGE REQUIRED			
Other document to refer to			
DESCRIPTION OF MAIN IMPACT AREAS			
DESCRIPTION OF BUSINESS BENEFIT			
Other document to refer to			
ESTIMATE			
Note: Please use the estimating spreadsheet and think about the following:			
Analysis			
Specification			
Development			
Testing			
Implementation			
Training			
Documentation			
Support			
£			
PLAN MODIFICATIONS / IMPACT TO TIMESCALES			
If there is an impact on timescales Project Managers please complete relevant sections on Page 2 prior to sending to Sales / Account Management			
RESOURCES ALLOCATION & RESPONSIBILITIES			
CUSTOMER AUTHORISATION			
Accept / Decline / Defer		By	Date
Priority (High / Medium / Low)		Purchase Order	
Comments			

5. Service Levels

Frontline's standard hours of service are 8am – 6pm Monday to Friday, excluding UK bank holidays. This coverage can be extended to a full 24x7x365 operations support services should this be required.

Frontline's service desk processes are underpinned by ITIL v4 methodology. Incident and problem management processes are fully designed and followed where required. Inbound calls are categorised against the contract and are dynamically allocated to support personnel.

All access to managed infrastructure is recorded and monitored with anti-tamper technology that allows for RBAC and MoLP to be applied.

Service Component	Details
Implementation Timeline	6–52+ weeks (depending on scope)
Support Availability	Monday–Friday, 8am–6pm GMT
Additional Support Hours	24x7x365 by contractual agreement
Service Level Agreements	Please see details below
Additional Training (remote or on-site options available)	Can be requested for quote against professional services.
Support for Partner ISV Solutions	Initial SLA as above, then ISV specific SLA
Support for non-partner ISV Solutions	Support is direct with ISV

Frontline Customer Portal

Access to the Frontline customer portal provides a fast and straightforward way for you to open and track any tickets for any of our service catalogue services. This means less service desk calls, and better overall quality of service for all Frontline customers.

The Frontline Client Portal is available 24/7 and allows support requests to be raised. The portal has the following features:

- View all tickets.
- View predefined dashboards.
- View customer specific knowledge base articles with known fixes to certain incidents, requests, and problems. (As they have arisen).

Primary contacts on the customer account can also view:

- All documentation
- The service definition documents (SDDs) where they exist.
- Welcome pack
- Quotes and contracts

Service desk services for tracking and follow-up on incidents / problems with technical teams

Our dedicated service desk tools ensure that tickets are monitored for age and updates. These are managed by the engineers but also by the team leader and service desk manager to ensure that updates are sent on a regular basis throughout the lifecycle of an incident.

Ticket Priority Matrix

Ticket Priority is determined during the initial engagement. The detail provided by the Customer helps us to estimate the urgency and impact of the issue.

Targeted response time and targeted resolution time are determined by the assigned priority categorisation and linked to the specific services agreement purchased by a customer.

The priority level may be revised due to the nature and impact of the issue as the investigation progresses.

The table below shows the priority descriptions attributed to each priority level:

Priority	Impact	Description
1	Critical	An Incident that has impacted an entire site or service and has stopped all Users and/or Customers from using critical IT functionality where no workaround exists. Excluding individual home worker sites.
2	High	An Incident that has stopped the customer from using non-critical functionality due to it being unavailable or degraded.
3	Medium	An incident which affects the customer's service but has a small impact to the customers operations.
4	Low	Service Requests, or enquiries for information purposes only.
5	Planning/Change	Change Tickets

Target Service Levels

All P1 incidents are alerted to the team leader and service desk manager for immediate escalation and resourcing. Service desk performance will be measured and reported in monthly service reports and regular service meetings.

Service Level	Target Response	Target Resolution	Standard Support Hours
Priority 1	1 hours	4 hours	Monday to Friday - 8:00am to 6pm*
Priority 2	2 hours	8 hours	Monday to Friday - 8:00am to 6pm*
Priority 3	4 hours	16 hours	Monday to Friday - 8:00am to 6pm*
Priority 4	8 hours	32 hours	Monday to Friday - 8:00am to 6pm*

* Excluding UK Bank Holidays

Service Delivery Manager (SDM)

Clients can select Managed Service Delivery as a Service option, this includes the allocation of a Frontline service delivery manager (SDM) to oversee the delivery of an efficient, high-quality service. The SDM will be available as a single direct point of contact for all service-related issues and queries and will be responsible for the provision of the following: -

- Monitor the service level to ensure adherence to agreed SLA's and KPI's
- Provide a monthly service report of all the agreed contractual measurements by the close of the 5th working day. This will include service and performance measurements, proactive capacity reporting and recommendations, service desk ticket performance, security incidents (including any advisories and recommendations).
- Root cause analysis reporting, corrective measures, and recommendations.
- Management of diarised activities such as service meetings, change requests and planned maintenance windows, change advisory board.
- Creation and maintenance of an ongoing service improvement plan, risk register, design documents, change logs and key personnel and authority lists.
- Quarterly test reports for backups / restore processes
- Liaison between the client, Frontline and any other 3rd party support vendors.
- Maintenance and management of the baseline BCP plan, co-ordination and management of agreed tests, test reports, and recommendations if the Managed Disaster Recovery Service.

Support Cost Calculation Approach

Our support pricing model is designed to be transparent, fair, and aligned with the specific needs of the procuring entity. The total cost of support will be calculated based on the projected time required, which is determined through a collaborative assessment during the onboarding or procurement phase. This projection will consider the following key factors:

1. Complexity of the Delivered Solution

- The level of technical complexity, including:
 - Integration with existing systems
 - Custom configurations or bespoke development
 - Security and compliance requirements
- Higher complexity typically requires more specialized resources and extended support coverage.

2. Hours of Operation

- Support costs will reflect the agreed service window:
 - Standard Business Hours (e.g., 09:00–17:00, Monday–Friday)
 - Extended Hours or 24/7 coverage, if required
- This ensures flexibility for customers who need critical support outside normal operating hours.

3. Commercial Model

- All pricing will be based on the submitted SFIA rate card, ensuring:
 - Full compliance with G-Cloud pricing transparency requirements
 - Clear linkage between resource roles, skill levels, and associated costs
- Rates are applied to the projected time for each role involved in delivering support.

Methodology for Cost Estimation

1. Initial Assessment

We collaborate with the customer to understand the solution architecture, operational requirements, and anticipated support needs.

2. Time Projection

Using the complexity and operational factors, we estimate the number of hours required for each SFIA role.

3. Cost Calculation

The projected hours are multiplied by the corresponding SFIA rate, producing a clear and auditable cost breakdown.

Benefits of This Approach

- Transparency: Customers have full visibility into how costs are derived.
- Flexibility: Pricing scales with actual support requirements, avoiding unnecessary overhead.
- Compliance: Aligns with G-Cloud principles and SFIA framework standards.

6. Roles and Responsibilities

Frontline Consultancy

- Project management and delivery
- Solution Consultancy
- Technical configuration and customization
- Training and documentation
- Ongoing support and system health checks

Client Organization

- Provide access to key stakeholders.
- Participate in workshops and UAT.
- Assign internal champions for adoption.
- Maintain internal change management.

7. Pricing Model

- Pricing is based on:
 - Scope of modules implemented
 - Number of users and entities
 - Customization and integration complexity
 - Independent Solution Vendors (ISV)
- Fixed-price packages and phased rollout options are available.

8. Benefits

- Unified operations
- Real-time insights and reporting
- Scalable cloud infrastructure
- Reduced manual processes and errors.
- Enhanced compliance and data security

9. Contact Information

- Frontline Consultancy and Business Services
- Website: <https://www.frontline-consultancy.com/dynamics-365-business-central/>
- Email: info@frontline-consultancy.com
- Phone: +44 (0)333 323 2141

